Should you wish to discuss any part of this document with the Practice Manager:- Mrs Alison Ellis, please ask the Receptionist or your doctor to arrange this for you.

If you would like any independent support in pursuing your complaint you are entitled to seek free assistance from the NHS Complaints Advocacy Service, who can be contacted on the following number – 0300 456 8347

You have the right to ask the Parliamentary and Health Service Ombudsman (PHSO) to review your complaint if you remain unhappy once local resolution is completed.

The address is:

The Parliamentary and Health Services Ombudsman, Millbank Tower, Millbank, London SW1P 4QP Telephone: 0345 0154033

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

We are always pleased to receive suggestions for improving our services and getting compliments as well.

We hope you will never have cause for serious complaint but if you do, we have a complaints procedure. Please initially either speak directly to:

Mrs Denise Luton Or Mrs Alison Ellis (Practice Manager)

OR write using the Patient Complaint Form available on the website and in reception to: –

**Mrs Alison Ellis**

**Castle Mead Medical Centre**

**Hill Street**

**Hinckley**

**LE10 1DS**

If you are not the patient and wish to complain on the patients behalf we ask that you fill in the ‘Third Party Consent Form’ and ask the patient to sign the form (if they are able) giving you consent to act on their behalf**.**

## **Complaints Procedure**

The doctors and staff at Castle Mead Medical Centre strive to deliver high quality patient care at all times and in all areas of contact with the patient or patient’s representative, and are realistic enough to appreciate that there are times when less than efficient service may be given or instances where the patient is less than happy with the service they have received.

In order to attain and maintain high standards of care, feedback is needed from those to whom the care is delivered. One mechanism is the complaints procedure.

1. As a patient, you have a right to complain about any aspect of the service with which you are less than satisfied, and the Practice has produced this Complaints Procedure to assist you through this.
2. Any complaint you wish to make can be accepted either in writing or verbally, and should preferably be addressed in either case to the Practice Manager. If you feel the doctor is the most appropriate person to approach, you are free to do so.
3. If your complaint is written, you will receive acknowledgment within three working days from receipt.
4. If your complaint is verbal, you will receive written acknowledgment within three working days, with a factual statement of what is perceived to be the complaint.
5. Any complaint you make will be investigated and you will receive a written report from the Practice as to the outcome of the investigations and, where appropriate, the steps taken to ensure the situation does not recur.
6. If considered appropriate by all parties, you will be invited to attend the surgery to discuss the matter with the Practice Manager and, where appropriate, one or more of the doctors, following which you will receive a written statement from the Practice as to the discussion and the outcome within 10 working days.
7. Where other parties are involved, you will be kept informed as to the steps being taken to obtain their statements.
8. The Practice will strive to deal with complaints in a methodical and efficient manner in order to bring about an equitable conclusion. It is sincerely hoped that any complaint you have about the Practice can be dealt with by those responsible for ensuring patient care and delivery of services within the Practice, but there are times when you may feel this is inappropriate, or you may not be happy with the results of the complaints procedure you have the right, therefore to complain to the:

Customer /Patient Liaison Service.

30 East Street

Leicester

Leicestershire

LE1 6NB